

# Hadi Gunawan

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## SUMMARY

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Bachelor of Informatics Engineering (Computer Science) from Pamulang University, I have work experience for approximately 2 years and 3 months of internship as a Data Analyst. I have an enthusiasm to work in the data science fields for instance: Data Analyst, Business Intelligence, etc, but do not rule out opportunities in other fields. Eager to learn and adapt to the technology used in the team.

## EXPERIENCE

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### Data Analyst Intern, SAC Indonesia

June 2022-Sept 2022

- Validating, cleaning, and gathering data from various sources for analysis
- Help users to **complete a report for clients** (weekly/monthly report)
- Help users do **social media sentiment analysis** and client **competitors analysis**.

### Retention and Winback, Myrepublic ID

Aug 2018 - July 2020

- Make outbound calls to customers who have a tendency to churn/move to other competitors in order to **minimize the occurrence of churn (customer and target-oriented)**
- Helping customers by escalating reports related to customer problems and rewards to customers. Using **google sheets**, **CRM** and tools for instance: Zendesk, internal CRM, Hermes
- Successfully achieve **100% of KPI every month** or even more.

## LICENSE AND CERTIFICATIONS

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### SQL Fundamentals Track (DataCamp)

Learning and practicing about Structured Query Language (SQL), in this course I learning from basic to intermediate, window function, correlated queries, nested queries, Common Table Expressions (CTE), built-in PostgreSQL functions and many more

### Python Fundamentals Track (DataCamp)

Learning and practicing about python from basic (Data Analysis, Exploratory Data Analysis (EDA)), learn some packages/libraries such as: Pandas, Matplotlib (Data Visualization), and NumPy

### Tableau Fundamentals Track (DataCamp)

Learning and practicing about data preparation, data interpretation, identification, data visualization, getting insight from data, building dashboard, make a storytelling of data using Tableau.

**And many more..**

## SKILLS

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**Hard Skills and Tools:** Exploratory Data Analysis, Data Interpretation, SQL, Tableau, Python, Power Bi, Google Sheets, Google Data Studio, Data Visualization, Build Dashboard, Ms.Office (Excel, Word, PowerPoint), HTML, CSS, Github, MySQL, SQL Server, Adobe Photoshop, Balsamiq, VSCode.

**Soft Skills:** Communication, Critical Thinking, Teamwork, Adaptability, Problem-Solving, Collaboration.

EDUCATION

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Bachelor of Informatics Engineering (Computer Science)	Pamulang University	Sept 2017 – Dec 2021
		GPA: 3.46/4.00

**Relevant coursework:** Database, Algorithms and Programming, Data Communication, Statistics, Informatics Logic, Basic Physics, Computer Programming, Data Structures, AI, DSS.